

Claims:

1. A system for a remote user having access to a remote voice communication system at a first location to implement user-defined features in an integrated communications platform at a second location, comprising:
  - a personal assistant (PA) for implementing said user-defined features on said integrated communications platform; and
  - an Internet-enabled appliance having a remote policy application (RPA) for communicating user authentication and location information to said personal assistant (PA) over the Internet, in response to which said personal assistant (PA) establishes a voice connection over the Public Switched Telephone Network (PSTN) between said integrated communications platform and said remote voice communication system thereby enabling remote access to said user-defined features.
2. A system as claimed in claim 1, further comprising a first SIP Agent connected to said remote policy application (RPA) and a second SIP Agent connected to said personal assistant (PA) for effecting communication using SIP messages between said remote policy application (RPA) and said personal assistant (PA) over the Internet.
3. A method for a remote user having Internet access via a remote policy application (RPA) and voice access via a remote voice communication system to implement user-defined features via a Personal Assistant (PA) in a local integrated communications platform, comprising:
  - communicating user authentication and location information from said remote policy application (RPA) to said personal assistant (PA) over the Internet;
  - establishing a voice connection over the Public Switched Telephone Network (PSTN) between said local integrated communications platform and said remote voice communication system and enabling said user-defined features based on said user authentication and location information.
4. A method as claimed in claim 3, further including generating a graphical user interface for said remote user to enter said user authentication and location information.

5. A method as claimed in claim 3 or claim 4, wherein said establishing of said voice connection over the Public Switched Telephone Network further comprises said personal assistant (PA) sending a call request over the Internet to said remote policy application (RPA), wherein said call request contains calling party identification information, and  
5 initiating a voice call from said local integrated communications platform to the remote voice communication system using said location information.

6. A method as claimed in claim 5, wherein said initiating of said voice call from said local integrated communications platform to the remote voice communication system  
10 further comprises dialing a public directory number identified in said location information for said remote voice communication system.

7. A method as claimed in claim 5, wherein said initiating of said voice call from said local integrated communications platform to the remote voice communication system  
15 further comprises:

dialing a contact number identified in said location information for an auto-attendant at the remote voice communication system;

upon call answer by said auto-attendant out-pulsing a directory number (DN) identified in said location information of a telephone for said remote user;

20 connecting an automatic speech recognizer (ASR) in said local integrated communications platform for listening to detect a code word spoken by the remote user upon answering; and

upon detecting said code word providing a voice channel over said PSTN to provide service to the remote user.

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8. A method as claimed in claim 5, wherein said initiating of said voice call from said local integrated communications platform to the remote voice communication system using said location information further comprises:

30 dialing a contact number identified in said location information for an attendant at the remote voice communication system;

detecting at said local integrated communications platform the end of an audible ringing signal indicative of call answer by said attendant;

repetitively playing a voice announcement indicating a desire to be connected to a telephone identified in said location information for said remote user;

detecting at said local integrated communications platform a further audible ringing signal indicative of the call being placed to said telephone by said attendant;

connecting an automatic speech recognizer (ASR) in said local integrated communications platform for listening to detect a code word spoken by the remote user upon answering; and

upon detecting said code word providing a voice channel over said PSTN to provide service to the remote user.

9. A method as claimed in claim 3 or claim 4, wherein said establishing of said voice connection over the Public Switched Telephone Network further comprises said remote policy application (RPA) sending a call request over the Internet to said personal assistant (PA), initiating a voice call from said local integrated communications platform to the remote voice communication system using said location information, and upon call answer by said remote user transferring the call within said local integrated communications platform to a directory number (DN) identified in said location information.

10. A method as claimed in any one of claims 3 to 9, further comprising validating said user authentication information before establishing said voice connection.

11. A system as claimed in claim 1 and substantially as hereinbefore described with reference to or as illustrated in the accompanying Figures 1 to 3 inclusive.

12. A method as claimed in claim 3 and substantially as hereinbefore described with reference to or as illustrated in the accompanying Figures 1 to 3 inclusive.